



The Effect of Quality Management Systems on Small Manufacturers

***A Practical Look at How Flow-down Systems
Win (or Lose) Business***

*"Obstacles are those frightful things you see
when you take your eyes off your goal."
~ Henry Ford*

So...what are ya talkin' about?

What is a "Quality Management System"?

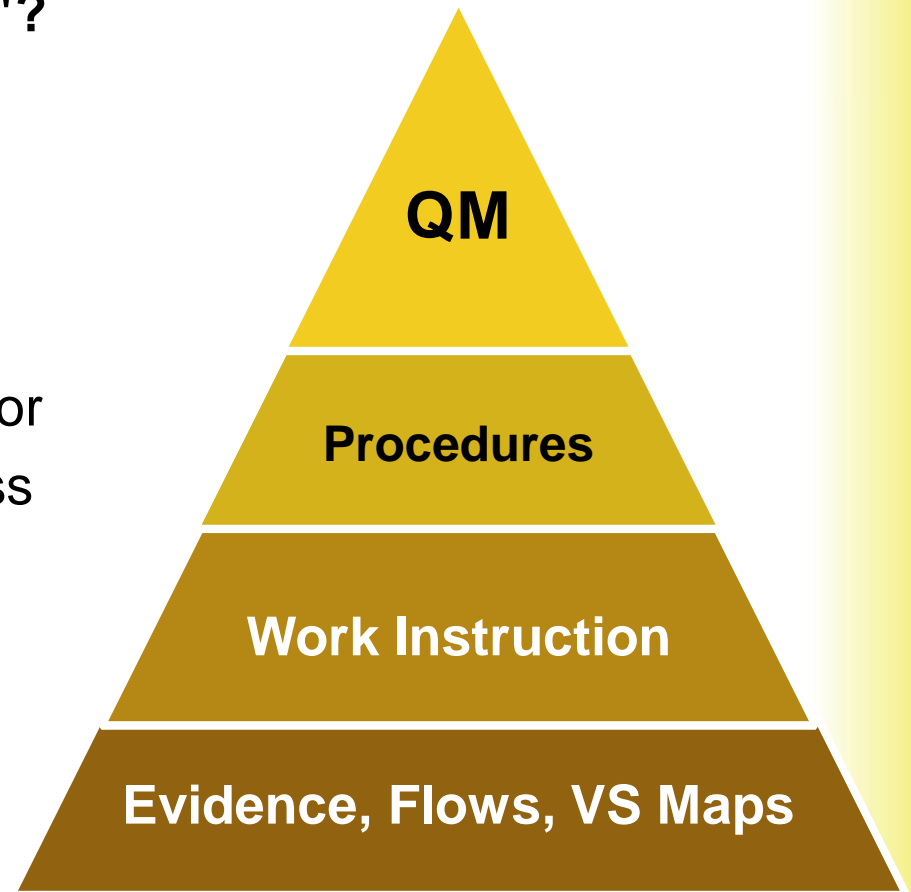
- The written process
- Collection of evidence

What type of "flow-down"?

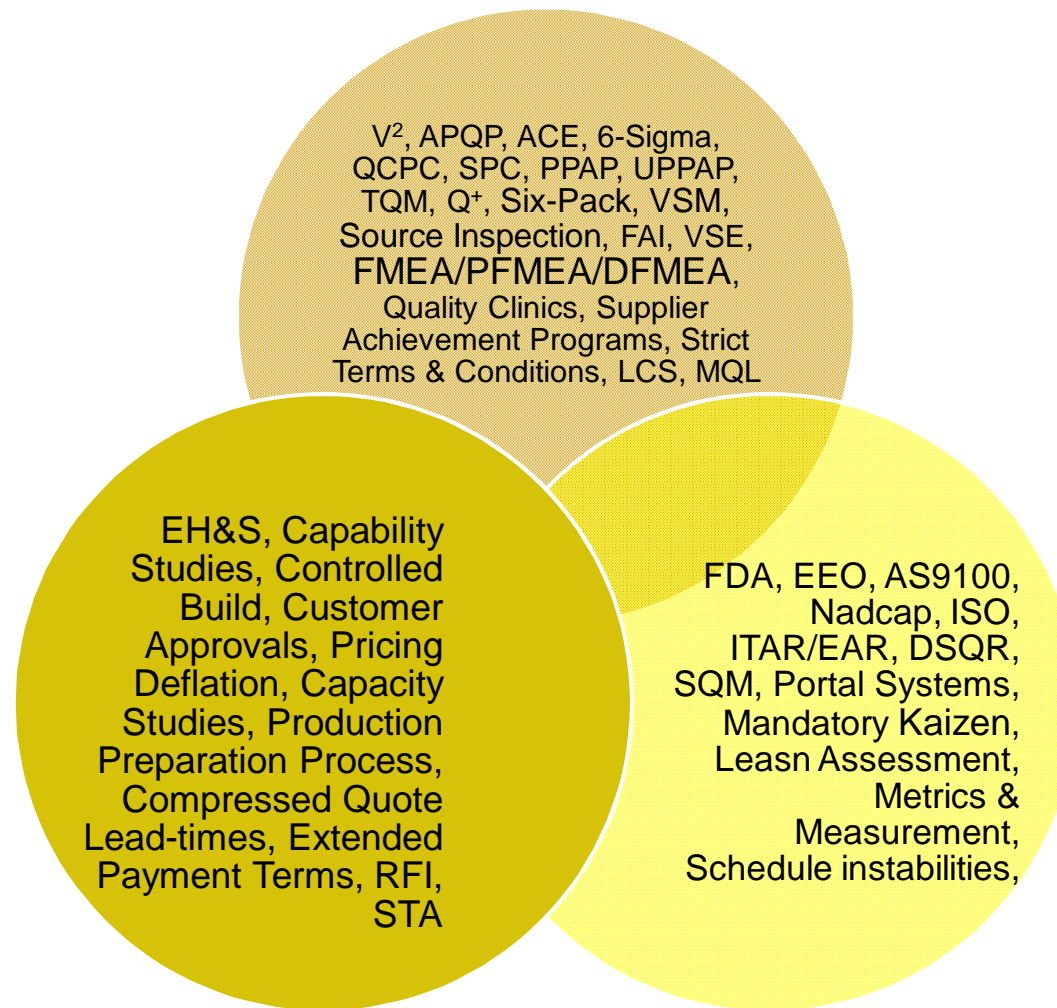
- The Customer's Requirement to imbed or follow a written process in your business
- NOT technical specifications

Perspective: Aerospace manufacturing, *but this affects other industries too!*

- *Medical*
- *Automotive*
- *Food*
- *Any SME who is managed or regulated*



Types of Flow-down...



Others??

QMS Flow-down can benefit...

- *Establishes Vision*
- *Establish sound Policy*
- *Eliminate "Tribal Knowledge"*
- *Reduce variation in your business*
- *Ensure adherence to regulation & law*
- *Measures and records how well you are performing*
- *Increase business*



Flow down can help create order out of chaos

Flow-down of QMS can hurt...

“Make sure you try every possible beneficial option for the Customer. Making the customer happy is the priority. Anything else actually ranks second. Your customer is the one paying you...you actually pay everyone else.”
- Richard Lim

- Create confusion and overburden your workforce
- Allow your Customers to run your business
- Slow down the speed of your business
- Significantly increase indirect costs Erode solid
- Customer relationships
- Add unneeded complexity

What's important?

- *Decide which flow-down requirements make sense*
- *Don't blindly accept flow-down; push back wisely*
- *Customer relationships are crucial but difficult*
- *Do everything for "Long-term Sustainability"*
- *Supplier Scorecards - take them seriously!*
- *Understand everything in your contract*
- *Be active in your Trade Organization*
- *Have, and understand, a Vision*

